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ABSTRACT

A telephone survey was conducted to obtain student veterans' attitudes and awareness of services available for them through the university. Two hundred forty-two (242), or 63 percent of a random sample drawn from every tenth veteran registered at the University of Minnesota Twin Cities, were contacted. Key findings of the survey include: Most respondents were aware of the Veterans Assistance and OutReach Office and generally felt the university was doing a good job in providing services for student veterans. However, they were undecided whether the university was aware of their needs as student veterans. An almost unanimous majority said their academic advisor had never told them about special services for student veterans and they indicated that part- or full-time employment or their spouse working were the most typical methods of supplementing their G. I. Bill income. (Author)

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U.S. DEPARTMENT OF HEALTH EDUCATION & WELFARE NATIONAL INSTITUTE OF EDUCATION

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STUDENT VETERANS SURVEY, WINTER 1975

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During the 1974-75 school year the Admissions and Records Department asked the Veterans Assistance and Outreach Office (VAO) to conduct a survey of student veterans about various services available for them. VAO included questions on these items in a survey conducted from January 6 to January 31, 1975. The steps of the survey were:

1. Generation of Items and Pre-tests

During the latter part of Fall Quarter 1974, a pool of questions was generated by the Veterans Assistance & Outreach Office. The questions were presented to staff members in Student Life Studies and items judged to be most relevant and appropriate within the length limitations of a telephone interview were selected. The questions were pretested by Gary Morey, Communications Director, Veterans Programs-U of M, on November 24, and December 15, 1974.

2. Conducting the Survey

Members of the Veterans Assistance and Outreach staff called all the student veterans in the sample who had local phone numbers during the period of January 6 through January 31, 1975. Each number was attempted several times (a minimum of four times) at different hours of the day. Twelve percent of the respondents were contacted a second time as a validation check.

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3. The Sample and Contact Rates

Admissions and Records generated a 10% random sample of student veterans from their listing of all veterans with an active file in the University Day School (Extension students were excluded). The final sample included 382 student veteran names which were selected by picking every tenth file from the records. Of the 382 names in the sample, 242, or 63% were contacted or had responded by January 31, 1975. When interpreting the results of the questionnaire, only differences between groups which are equal to or greater than ten percentage points should be considered significant.

4. Analysis of Results

The Vocational Pyschological Testing Center punched the questionnaire results on data cards and the results were analyzed on the University's 6600 computer.

Results

The percentages of respondents choosing each alternative for every question are presented.

Percentages for some questions add to 99% or 101% due to rounding errors. The total number of respondents in the sample is 242. The results are presented in three sections. Section I gives the frequency distribution for each question and Section II reports statistical differences for each question (if there is any) by class and marital status. Section III gives a breakdown of the respondents demographically.

Section I

1. Are you presently attending school at the University of Minnesota?

	% of sample
A. Yes	96
B. No	5

2. How would you rate the University in providing services for student veterans?

	% of sample
A. Good	50
B. Average	40
C. Poor	10

3. How would you rate the Veterans Administration in providing services for you?

	% of sample
A. Good	69
B. Average	20
C. Poor	10

4. Have you heard of the University's Veterans Assistance and Outreach Office located in Morrill Hall?

	% of sample
A. Yes	77
B. No	23

5. Have you ever used the services of the Veterans Assistance and Outreach Office?

	% of sample
A. Yes	37
B. No	63

6. Was the Veterans Assistance and Outreach Office able to help you? (Total of 82 respondents)

	% of sample
A. Yes	92
B. No	9

7. Have you ever heard of a service available to student veterans called the Reading and Study Skills Center?

	% of sample
A. Yes	43
B. No	57

8. Have you heard of Extension (or Evening) school counseling services for veterans?

	% of sample
A. Yes	31
B. No	69

9. Have you been told about part-time job opportunities available for veterans through the University?

	% of sample
A. Yes	47
B. No	53

10. From your experience, do you think the University administration is aware of your needs as a student veteran?

	% of sample
A. Yes	38
B. No	20
C. Undecided or Don't Know	42

11. Has your academic advisor ever told you about special services for student veterans?

	% of sample
A. Yes	3
B. No	97

12. Will you be able to complete your degree program under the G.I. Bill?

	% of sample
A. Yes	81
B. No	19

13. Are you currently using any of the following sources to supplement your G.I. Bill income?

	Relative % of sample
A. Employment	51
B. Loans	13
C. Savings	36
D. Scholarships	6
E. Spouse Working	39
F. Parental Assistance	7
G. Other	0

(One or more yes responses could be given for this question.)

14. Have you heard of the G.I. Bill Tutorial Assistance Program that pays $50 a month for a tutor?

	% of sample
A. Yes	69
B. No	31

15. How did you hear about the Tutorial Assistance Program?

	% of sample
A. Word of Mouth	26
B. Brochures/Bulletin Boards	8
C. Minnesota Daily	27
D. Veterans Assistance & Outreach Office	19
E. Other	19

16. Have you ever encountered VA certification problems when registering at Window 18 in the Bursar's office?

	% of sample
A. Yes	8
B. No	76
C. Don't Know	16

17. Were you referred to a "Vet Rep"?

	% of sample
A. Yes	52
B. No	48

(Total of 21 respondents)

18. Did the "Vet Rep" help solve your problems?

	% of sample
A. Yes	92
B. No	8

19. Do you think the University should provide any of the following services for veterans?
Answer Yes, No or Undecided.

Drug Counseling	% of sample
A. Yes	67
B. No	16
C. Undecided	17

Financial Counseling	% of sample
A. Yes	85
B. No	6
C. Undecided	8

Legal Assistance	% of sample
A. Yes	68
B. No	19
C. Undecided	13

Marital Counseling	% of sample
A. Yes	40
B. No	42
C. Undecided	18

Section II

Included in this section are only those questions which indicated a Chi-square significance of .06 or less.

1. Question #4, - Have you heard of the University's Veterans Assistance and Outreach Office located in Morrill Hall?

   College class differences were significant ($p < .05$). More undergraduate than graduate or professional students (82% to 65%) had heard of Veterans Assistance & Outreach.

2. Question #8, - Have you heard of Extension (or Evening) school counseling services for veterans?

   College class differences were significant ($p < .05$). More graduate or professional students than undergraduate veterans (81% to 65%) had not heard of Extension school counseling services.

3. Question #9, - Have you been told about part-time job opportunities available for veterans through the University?

   College class differences were significant ($p < .06$). A higher percentage of graduate/professional student veterans than undergraduate (65% to 49%) were not aware of part-time job opportunities available for student veterans.

4. Question #12, - Will you be able to complete your degree program under the G.I. Bill?

   College class differences were significant ($p < .06$). More undergraduate than graduate/professional student veterans (84% to 73%) said they would be able to complete their degree under the G.I. Bill.

5. Question #14, - Have you heard of the G.I. Bill Tutorial Assistance Program that pays $60 a month for a tutor?

   College class differences were significant ($p < .05$). More undergraduate than graduate/professional student veterans (74% to 57%) had heard of tne Tutorial Assistance Program.

6. Question #19, - Do you think the University should provide any of the following services for veterans?

   Under "Legal Assistance" differences attributable to college class were significant ($p < .05$). A higher percentage of undergraduate the graduate/professional student veterans (71% to 58%) felt that the University should provide them with legal help.

Section III

Demographically, the survey was broken i to five different sections by the following percentages:

1. College Class	% of sample
A. CLA	26
B. IT	15
C. Business	12
D. Graduate	16
E. Dental	2
F. Medical	2
G. Law	5
H. Education	6
I. General College	10
J. Other	6

2. Class Standing	% of sample
A. Freshman	6
B. Sophomore	10
C. Junior	29
D. Senior	26
E. Graduate	17
F. Professional School	9
G. Other	3

3. Marital Status	% of sample
A. Married	59
B. Single	41

4. Number of Dependents	% of sample
A. Single	43
B. Wife Only	29
C. Wife & 1 Child	18
D. Wife & 2 Children	6
E. Wife & 3 Children	4

5. Sex	% of sample
A. Male	99
B. Female	1

(Nationally, women constitute just over 1% of the total number of veterans. Our random sample contained almost exactly the same percentage.)

Complete copies of the questionnaire employed in this survey and response percentages for each item are available upon request from the Veterans Assistance and Outreach Office, 7 Morrill Hall, University of Minnesota, Minneapolis, Minnesota 55455.